

POSITION DESCRIPTION FORM (PD-OSS-93)

Approved Classification: \_\_\_\_\_

STATE OF NORTH CAROLINA

Effective Date: \_\_\_\_\_

OFFICE SUPPORT SERVICES OCCUPATIONAL GROUP

Analyst: \_\_\_\_\_

(PD-OSS-93)

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position <b>Office Assistant III</b>	7. Pres. 15 Digit Pos. No. 4250-0305-0200-205	Prop. 15 Digit Pos. No. 4250-0305-0200-205
2. Usual Working Title of Position <b>Processing Assistant IV</b>	8. Department, University, Commission, or Agency <b>NCDOT</b>	
3. Requested Classification of Position <b>Processing Assistant IV</b>	9. Institution & Division <b>Division of Highways</b>	
4. Name of Immediate Supervisor	10. Section and Unit <b>Location &amp; Surveys</b>	
5. Supervisor's Position Title & Position Number <b>TES II – PEF (00931)</b>	11. Street Address, City and County <b>1020 Birch Ridge Dr., Raleigh, Wake Co.</b>	
6. Name of Employee	12. Location of Workplace, Bldg. and Room No. <b>Century Center</b>	

See specific instructions attached for completion of Section I through V.

**Certification:** Signatures indicate agreement with all information provided, including designation of essential functions.

**Supervisor's Certification** - I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Employee's Certification:** I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Section or Division Manager's Certification:** I certify that this position description, completed by the above named immediate supervisor, is complete and accurate.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Personnel Director's Certification:** I certify that this is an authorized, official position description of the subject position.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

STATE OF NORTH CAROLINA

OFFICE OF STATE PERSONNEL  
OFFICE SUPPORT SERVICES GROUP

Instructions for Completion of Position Description Forms (PD-OSS-93)

In State Government it is the responsibility of managers, administrators and supervisors to structure the organization, design positions and assign work to deliver program services in the most effective way. A vital part of this process is the preparation and use of position descriptions.

The attached Position Description Form is used by your department, your personnel office and the Office of State Personnel to obtain complete and factual information concerning the work assigned to positions. The form and these instructions have been designed with a format to (1) enable and aid managers and supervisors in describing their subordinate positions, (2) provide relevant and adequate information for the position classification process, and (3) provide management with a tool which is invaluable in other management functions, including recruitment and selection, orientation, work planning, training and others.

General Instructions: First, please read the instructions completely and examine the blank form. Second, complete the identification information requested in Blocks 1-12 in the spaces provided on the blank form. Next, describe the responsibilities and duties of the subject position in your own words in accordance with the specific instructions provided below for Preliminary Preparation and for Sections I through V. It is essential that this information be complete and accurate. Use additional paper for completion of Sections I through V. These Sections should be typed or completed on a word processor by using the same number and heading format as that shown on the instructions.

Upon completion of the entire description, sign and date the form in the space provided on the preceding page. The position description should be completed by the supervisor. The description should be reviewed with the employee for his/her acknowledgement of it as a complete and accurate description of assigned responsibilities and duties, and signed by the employee in the space provided. Any differences should be resolved at this time. The form should then be referred to the higher levels of management for their review, approval and signature as further provided, or further clarification or correction if needed. Three copies of the form should be prepared. The original and one copy should be forwarded to your agency personnel office and the third copy retained in your departmental files or as otherwise instructed.

Preliminary Preparation: The following Four Step Method has been designed to aid you in gathering reference materials and organizing the information you will need to describe the responsibilities and duties of the position:

1. Review available program data, work methods, existing work plans, procedural standards or guides, written instructions, etc., which are relevant to the position.
2. Review the organizational structure and determine how any changes have affected the position.
3. Identify the major responsibilities of the position. Responsibility is accountability for procedures, solutions, programs, services, and decisions.
4. Define the duties and tasks using the questions provided. Duties are the component elements or actions assigned to a position. Duties are made up of tasks. Tasks are the most basic element of work. A task can be defined as an action or action sequence to accomplish an objective.

**SECTION I: GENERAL INFORMATION**

The following questions are designed to provide a general description of the organizational unit to which the position is assigned, the reason the position exists, reporting relationship and special work considerations. It is important that you, as the supervisor, provide clear and complete answers written in a narrative format about the position which is being described. Answers should be as concise as possible.

- A. Give a general description of the organizational unit to which this position is assigned. Include purpose of the unit, types of activities and services provided, and other general information that will provide understanding of the overall scope of operational activities. Include any unusual aspects of work schedule.
- B. What is the major purpose of this position, and what percentage of time does it occupy? If more than one purpose exists, rank in priority order with approximate percentages of time.
- C. Does the position perform duties for individuals other than the immediate supervisor? Give name and title of these persons and indicate percentage of time spent working from them.
- D. Explain any requirements for adjustment to sudden changes in the work environment and flexibility in learning new office procedures. Include examples.
- E. What changes have occurred in duties and responsibilities of the position or organizational structure since the position classification was last reviewed?

**SECTION II: DUTIES AND RESPONSIBILITIES**

Complete Section II by answering questions in the areas of work that apply to the position. Duties in all areas listed may not be present in every position. For those areas or questions that do not apply to the position, indicate by N/A. Place an asterisk (\*) to the left of each essential job function. Essential functions are the fundamental job duties, meaning the position exists to perform the function; there is a limited number of employees among whom the performance of the function can be distributed; and/or the incumbent is hired for expertise or ability to perform the function due to its high specialization. The Americans with Disabilities Act of 1990 (ADA) and associated Federal regulations protect qualified individuals with disabilities from discrimination in all areas of employment. To be considered qualified, an individual must be able to perform the essential functions of a position, with or without reasonable accommodation. It is imperative that essential functions be identified appropriately so that there is no discrimination against persons with disabilities. Please read all questions before beginning.

**A. PUBLIC CONTACT** (Nature, scope, purpose, and frequency of personal contact with persons within the agency, other agencies and organizations, and the general public.)

Explain the types of public contact and/or reception duties performed with persons inside and outside the department, either in person or by telephone. Include:

- examples of the kinds and variety of information given and the persons or groups with which position has regular contact.
- extent of information position is allowed to give.
- responsibilities for establishing appointments, travel and itineraries, or schedules.
- duties for arranging meetings and conferences. Indicate the types, size and location, purposes and frequency of these. Describe the position's duties from initial planning or recording, reporting, and follow-up actions.
- examples of information obtained to establish records or to initiate or continue a process.
- examples of searching for and resolving requests for information or expediting the flow of information.

**B. RECORDS AND REPORTS** (Include all major processing steps from receiving the document to final processing.)

1. What types of records and forms are maintained by this position? What forms are processed? Include.

- specific duties and steps performed by position in processing these records and forms. In explaining the duties, use action verbs such as: sort, match, assemble review, compile, verify computer, reconcile, interpret, and process.
- describe any conclusions, determinations, or actions initiated in the processing of records or forms?

2. What questions and/or problems are resolved by the position while completing these records and forms?

3. What types of reports, or parts of reports, are prepared? Include:

- examples of the kinds of reports which position prepares. Explain the purposes, frequency, and deadlines of these reports.
- the method of gather and preparing information for the reports.
- ultimate use of final reports.
- role in determining subject matter, format, and conclusions of reports.

**C. COMPOSITION** (Composing and drafting documents - not typing or transcribing.)

1. Explain the kinds and variety of items (letters, memos, directives, speeches, agendas, narrative reports, publications, etc.) position composes, writes, or drafts. Include:

- work assignment and kind of instructions given
- the use technical or specialized vocabulary (medical, legal, engineering, scientific, foreign, etc.).
- the kinds of editorial duties performed, including proofreading for spelling, punctuation, and grammar, and rewriting or revising passages for grammar, format text, tables, illustrations, etc.

2. Discuss the resources used in composition and how and when they are used. Include specific guides, personal interviews, operating procedures, reference books, persons, statutes, files, etc., used.

D. OFFICE EQUIPMENT OPERATION (Operating any office machine to process or complete work.)

1. What kind of typewriter, word processor, or computer is used in the work? List the types of software packages used and describe the capabilities, operational characteristics and functions required to be performed with each.
2. List the kinds and variety of materials (envelopes, letters, articles, tables, graphs, reports, etc.) processed. Include:
  - condition of information received for typing, i.e., rough or handwritten copies, machine dictation, accompanied by verbal instructions, etc.
  - use of technical or specialized vocabulary (medical, legal, engineering, scientific, etc.).
  - formatting, revising, and/or editing of materials.
3. What other office machines are regularly used? Explain work which requires the use of the machines. Indicate percentage of time used.
4. Explain decisions made regarding the use of automated office systems to carry out and problem-solve work assignments, hardware/software selection; use of data bases and spreadsheets; format, spacing, and arrangement of information.
5. To what extent is typing and office equipment work reviewed by others?

E. FILES (Retaining, filing, accessing, and/or managing the work unit's collection for forms, records, papers, and/or reports.)

Explain files duties. Include:

- arrangement of materials prior to filing.
- type of filing system used (alphabetical, numerical, chronological, by subject, or other method).
- kinds of information obtained from the files.
- compilation of data from the files.
- source of request for information from the files.
- monitoring, problem-solving, and/or modifying files.

F. MAIL (Incoming and outgoing correspondence, documents, packages and applications).

1. From whom within the agency does position receive the mail?
2. Describe processing of mail before position receives it.
3. List and explain duties in screening and processing incoming and outgoing mail (correspondence, packages, applications, etc.). Refer to Records and Reports if this overlaps.

G. SUPERVISION EXERCISED (If Applicable)

Complete this Section by answering questions that apply to the position under your supervision. For those questions which do not apply, please indicate by N/A.

1. List the positions supervised. Include position number, employee name, and position classification.
2. Describe the general nature and variety of work supervised in the unit. Include the relative degree and frequency of change in work methods, progress, and goals.
3. Discuss role in organizing the flow of work, making changes in the work procedures, and establishing standards. Discuss final approval of these changes.
4. Explain role in planning, assigning, and reviewing the work of other employees, including work delegated to lower level supervisors. Include problem resolution and researching unusual questions.
5. Does the work include the responsibility for preparing and explaining guidelines, procedures, or work rules? If so, explain these duties.
6. What is the position's role in the following personnel functions: recruiting; selection; orientation; employee discipline; grievances; performance evaluations; promotions; salary increases; time records; explanation of such personnel policies as wage and hour, overtime, and position classification?

7. Explain any training role of the position including formal and informal orientation, process or procedural definitions, precepting, development of training materials, etc.
8. Is the position responsible for the work of more than one shift? If so, explain the time of the shifts and the number of employees on each shift.
9. Does position supervise a temporary or part-time work force (including student workers and volunteers)? Why is it temporary or part-time? Give approximate number of employees, their classifications, and the approximate length of time the work force remains under your supervision.
10. If any employees supervised are located in different buildings or geographic locations, list position number and title, location and impact on this position.

H. OTHER (Any other work performed)

1. Describe work performed under pressure, stressful conditions, or urgent deadlines. (Frequency: Daily, Weekly, Monthly, Quarterly.)
2. Describe repetitious work that is continuous and high in volume.
3. Explain other duties not already discussed in the answers to previous questions.

SECTION III. PERCENTAGES OF TIME BY FUNCTIONAL AREA

Estimate the percentage of time spent in each functional area. The total percentages of the time should equal 100. Rank the functions according to order of importance (1 being most important).

SECTION IV. ADDITIONAL CONSIDERATIONS

A. SUPERVISION RECEIVED

1. To what extent is the work in each of the functions supervised. Explain whether it is administratively and/or technically supervised. Include instructions, guides or references used in performing work.
2. If position is supervisory in nature, describe the degree of independence with which the position exercises its supervisory responsibilities.

B. RESOURCE AND GUIDELINE AVAILABILITY

1. Explain available resources and guidelines (verbal and written) and use in carrying out work assignments, making choices and decisions, and solving problems.
2. If resources and guidelines are unavailable, explain what program or operational knowledges are needed and their use in carrying out work assignments, making choices and decisions, and solving problems.

SECTION V. QUALIFICATIONS REQUIRED

Considering only the essential functions of the position, address the following statements and questions concerning the beginning, or entry, (A) Knowledges, Skills and Abilities, and (B) Training and Experience Requirements. Do not consider duties which a new employee would be trained on-the-job to perform.

- A. Indicate the knowledges, skills, and abilities which you think are necessary to perform the work assigned to this position.
- B. For entry into the position, indicate the type and minimum amount of training and experience necessary to perform the work assigned to this position. Keep the work assigned in mind rather than the qualifications of the individual who now occupies the position.
- C. Indicate the length of on-the-job training required to become fully able to perform the duties and responsibilities of this position (e.g., one month, six months, one year, over two years).

7/21/00

SECTION I: GENERAL INFORMATION

- A. The Location and Surveys Unit consists of 192 permanent positions and varying temporary positions on a statewide basis with 16 groups (13 field survey groups, PEF, PDS, and Property Surveys). The administrative staff is located in the Raleigh central office as well as three Support groups; Property Survey, PEF and PDS groups. The purpose of the unit is to make Preconstruction engineering route location surveys as will be necessary for the planning, design and right of way acquisition of highway projects throughout the state to implement the TIP.
- B. This position will be staffed to our PEF (Private Engineering Firms) group. The immediate supervisor will be the PEF Coordinator (Transportation Engineer Supervisor II). Responsibilities include tracking funds on limited service contracts through in-house databases or contact with Fiscal Section, resolving invoice problems with PEF or Fiscal Section, processing invoices, contacting Engineering Firms regarding invoices, progress reports, contracts, etc., answering and/or processing incoming telephone calls for PEF group, filing project records (numerous records and multiple copies), typing. Additional duties shared with others are answering/processing telephone calls for Central Office Administrative and Support Groups, typing, filing, and receptionist type duties for the Central Office. At the direction of the AAI, this position assists in entering FR-01 (time sheet) and FR-11 (project charges) data for entire Unit.
- 55% Responsible for tracking contract funds, processing project or contract correspondence and miscellaneous project reports and project transmittals. Typing and filing forms such as PEF contracts, performance management forms, approved PEF lists. This involves maintaining databases/spreadsheets on funds allocated or spent out of limited contract amounts; ensuring that invoices match work performed on project progress reports; collating necessary accompanying documentation for invoices and sending such to NCDOT Fiscal Division; mailing and receiving contracts for signatures, and documentation of receipt; handling of any other correspondence between Unit and contracted firms; maintaining list of Qualified Firms.
- 25% Responsible for the file maintenance and management, including hard copy administrative files, for correspondence/contracts/invoices/etc. regarding Private Engineering Firms and contracted services for highway projects.
- 10% Handle incoming calls for Central Office as well as assisting any visitors to the field office.
- 5% Maintains and processes administrative records such as FR 01's and FR 11's.
- 5% Other duties as requested by supervisor or other managerial personnel.
- C. Position is the only administrative support position in the work group and provides clerical/secretarial support for the group. Most duties relative to position are performed under the supervision of TES II. As support for Central Office OA III, position performs general telephone/receptionist duties for administrative personnel (including Unit Head and Asst. Unit Head) and two other groups (total of 29 persons)(10% of time). As support to Admin. Asst. I, position enters time-critical and accuracy critical data for that person (5% of time)
- D. Work is time demanding. Duties may vary with time of day or day of week or Pay Period. Receptionist/telephone duties may be performed at same time as other, more accuracy-critical activities. Individual tasks vary considerably because of changes in technical environment. Software changes require rapid learning curve. Use of Internet for certain aspects of position is critical.
- E. The additional duties associated with PEF group - maintaining records, invoice-related activities and issues of confidentiality; AA I support. These activities require additional responsibility of a time- and accuracy-critical nature as well as responsibility of decision-making and confidentiality. All of these activities are related to payments for services - either contractual or in-house salaries, FHWA funds.

7/21/00

SECTION II - DUTIES AND RESPONSIBILITIES

A. PUBLIC CONTACT

There is considerable contact with individuals from Private Engineering Firms and with NCDOT's Audits and Fiscal Sections in regards to checking invoices, scheduling meetings for in-house staff and PEF consultants, etc. Contact regarding invoicing is related to tracking invoices and resolving payment problems in the NCDOT system. This requires strong knowledge of the Fiscal system, L&S PEF system, and a familiarity with invoicing procedures in general. There is some public contact with building visitors and in answering/processing telephone calls and visits. A substantial part of duties involve confidential material (contract funds, salaries, PEF evaluations, etc.) so position must have discretion in knowing what is/is not confidential. Position forwards to PEF information, computer programs, and manuals as allowed by NCDOT and Unit policies. Position must have general knowledge of Unit, Bldg. B Units, and NCDOT/DOH activities in dealing with general public in person/telephone contacts.

B. RECORDS AND REPORTS

1. BOT-approved contracts are forwarded to proper recipient (various PEFs) for signature. Signed contracts are received and filed. Invoices received for work performed must be processed within 3 working days and forwarded to NCDOT Fiscal Section. This involves receiving invoice, documenting, recording amount in two independent databases, accumulating and preparing accompanying support documentation, reviewing data to ensure proper reporting, separating original from supplemental amounts and determining proper (different) responses for each type. Detailed paper and computer files must be maintained on contracted PEF groups, on non-contracted PEF groups, and on projects. These files often consist of data that must go in several applicable files. This position is responsible for entering data in multiple locations (paper and/or computer) based on nature of information. This information is often confidential in nature (fee schedules, evaluations, negotiations minutes). Failure to maintain confidentiality of information could result in litigation against NCDOT. This information is often related to payment of consultants for services rendered. Erroneous data may result in failure to pay or in lost information which may result in inaccurate data used in selections of available or qualified firms for work to be performed. Position must use CADD files and NCDOT-developed measuring software to determine and/or verify accurate lengths of underground utilities for payment purposes.
2. Preparation of forms includes collecting data from multiple sources. Questions pertaining to appropriate project charges are resolved by position. Contract- or invoice-related problems are resolved through contact with appropriate person in NCDOT (Fiscal, L&S, Design Services) or PEF involved in project. Supervisor not typically notified of problems.
3. Reports on invoices received and sent forward. Purpose is to provide support documentation for invoices, project charges, and percent of project completed. These may occur at any time during a month, but most often at the mid-point and end of a month. There may be 12-16 separate firms working for the Unit, with another 5-10 working for NCDOT with Unit involvement. Invoices must be sent forward to Fiscal Section within three (3) working days of receipt. This is for payment for Engineering services. Information required comes from combination of invoice, PEF progress report, in-house reports on project. Subject matter, format, are determined by position. PEF records (payment, project, qualifications) are maintained by position in several databases. Multiple cross-referencing tasks are required in databases. Through query by position, databases provide information which is used by others for decision making regarding selection of firms for contract or for project work. Evaluation databases provide key data used in selection of firms for contracts. FR-01's, FR-11's are bi-weekly reports prepared at direction of AA I, in support of that position. Accurate records are necessary for payment of funds to NCDOT. Data is entered from field reports sent in. Subject matter, format, conclusion are pre-determined by others.

7/21/00

C. COMPOSITION

This position must be able to edit and assist supervisor or others in preparation of correspondence and reports. Also position serves as the final line of review for grammatical and spelling areas prior to correspondence being mailed out. This position may prepare initial drafts of certain non-engineering correspondence. Vocabulary is often highly technical in nature, related to engineering concerns.

D. OFFICE EQUIPMENT OPERATION

1. Must be able to operate a Typewriter, a personal computer and printer. Software includes but not limited to Microsoft Word, Excel, Access, NCDOT e-mail and network calendar software as supplied, Mainframe applications, NCDOT, CICS. Numerous in-house spreadsheets are utilized by position. These spreadsheets are used in measuring data, recording and reporting data. Often multiple spreadsheets are worked with in recording or researching data for answers to questions from others. Intranet/Internet software used, copier, fax machine.
2. Correspondence is in various forms, from word processing documents and spreadsheets, invoices, and printed material, to handwritten drafts that needs to be put in memo or letter format. Material comes in letter-sized envelopes, manila envelopes, e-mail, or fax.
3. Personal computer (55%), telephone/fax (30%), mainframe terminal, calculator, copying machine (15%).
4. N/A
5. Once typing is completed, proofread and changes made, material is forwarded to the appropriate person(s) for final review and signature. For FR-01's and FR-11's, there is no review prior to sending. Invoice packages forwarded on to Fiscal Section are not usually reviewed by others prior to transmittal.

E. FILES

The project correspondence is filed numerically relative to TIP number or by PEF. Files are maintained in several databases and in hardcopy format. Each project may have several different files associated with different PEF's working on various tasks or with same PEF doing different tasks under different contracts. Files may be hardcopy, computer, or both. These must be filed accurately, with proper data corresponding in both places (hard-copy and computer). Each file has as many as four sub-sections for different information. Position must determine which project, which file, and which subsection for each piece of filing. Some data in files is confidential in nature, related to fee schedules, PEF ratings, or other confidential correspondence between NCDOT and PEF. Position must often determine what information in files may be public or private. Filing involves technical data as well as administrative correspondence and personnel information. Filing system and individual files are set-up and maintained by this position. Requests for data may come from supervisor or members of PEF group, or Unit Head/Asst. Unit Head.

F. MAIL

1. The incoming mail is delivered daily, and outgoing mail is picked up daily by the NCDOT Courier Service. Position may receive mail from L&S field offices or private engineering firms.
2. Mail is sorted by Administrative Assistant. Any mail for PEF is delivered to TES II/TE I for dispersal to group.
3. No duties of screening or processing mail other than as related to prior responsibilities.



7/21/00

## G. SUPERVISION EXERCISED

This is not a supervisory position. There is no supervision of others.

## H. OTHER

1. Invoices must be processed and forwarded to Fiscal Section within three (3) working days of receipt. FR-11's must be entered within one (1) week of end of Pay Period. FR-01's must be entered within two (2) working days of end of Pay Period.
2. Data Entry on keyboard may be repetitious and high in volume in entering data mentioned above.
3. Duties as requested by supervisor or others in PEF group, Unit Head, Asst. Unit Head.

## SECTION III - PERCENTAGES OF TIME BY FUNCTIONAL AREA

Functional Area	Percentage Based on All Functions	Rank of Importance	Functional Area	Percentage Based on All Functions	Rank of Importance
Public Contact	<u>20</u>	<u>3</u>	Files	<u>20</u>	<u>2</u>
Records and Reports	<u>50</u>	<u>1</u>	Mail	<u>0</u>	<u>0</u>
Composition	<u>5</u>	<u>5</u>	Supervision	<u>0</u>	<u>0</u>
Office Equipment Operation	<u>5</u>	<u>4</u>	Other	<u>0</u>	<u>6</u>

## SECTION IV - ADDITIONAL CONSIDERATIONS

## A. SUPERVISION RECEIVED

1. 70% of the correspondence is technical in nature. Any special instruction of reference used in performing this work will be given by the supervisor. In most cases, instruction is not daily or weekly.
2. N/A

## B. RESOURCE AND GUIDELINE AVAILABILITY

Manuals on office equipment and software are available for some reference. Dictionary available. Supervisor and/or other support personnel available. If AA I is not available, available resources are SIPS or NCDOT personnel in Payroll or Fiscal Sections.

## SECTION V - QUALIFICATIONS REQUIRED

Knowledge of general office operations, skill in operation of a personal computer and typewriter and the ability to effectively handle telephone and public contact. High school graduate with two years of related secretarial/clerical experience or training. Six (6) months' exposure to types of forms and work activities required to become fully able to perform duties and responsibilities of position.